

## **MEM – Responding to Member’s Written Inquiries**

### **Purpose:**

This procedure explains the process of how to handle written inquiries from Members that are received and scanned into the States imaging software OnBase Workflow.

### **Identification of Roles:**

Unit Lead (UL)

### **Performance Standards:**

Our internal performance measure on this process is all written inquiries should be responded to within 5 days.

### **Path of Business Procedure:**

Step 1: Login into OnBase Workflow

(See system manual for how to login into: OnBase Workflow)

- a. See procedure on how to get into Member Services work lifecycles, also known as work queues.
- b. Select MEM01-Member Svcs PreScreening LC and expand it by clicking the plus sign next to it.
- c. Then click on MEM01-Correspondence

Step 2: Log into the Medicaid Management Information System (MMIS).

- a. See system manual for how to login into MMIS
- b. See procedure on how to search for members

Step 3: Using information the member has provided on the form. The CSR enters in the MMIS search screen the members ID #, name or social security number to access the account.

- a. Verify the member name on the form with the one you pulled up by ID #.
- b. Double click on the key wording button.
- c. Copy and paste the members first and last name, ID # and the case number
- d. Click on the save and ok button.
- e. Once you have the form saved you need to double click on the done processing button which will send the form to the MEM02 Correspondence queue.

Step 4: Unit Lead will create a contact log (See Creating and Completing Contact Logs in the Member Services Reference Manual).

Step 5: Unit Lead will call the member back to discuss the correspondence. Unit Lead will make two attempts by telephone.

- a. If Unit Lead does not reach the member by phone, Unit Lead will write a letter to the member answering their questions.
- b. If the Unit Lead does reach the member, Unit Lead will note the conversation in the contact log they created.

Step 5: Unit Lead will complete the Correspondence in OnBase Workflow (See Processing Correspondence in Member Services Reference Manual)

**Forms/Reports:**

N/A

**RFP References:**

N/A

**Interfaces:**

MMIS

OnBase Workflow and Workview

**Attachments:**

None